

Value of Health Information Exchange from Provider Perspective

From a hospital or provider perspective the potential and impact of Health Information Exchange (HIE) may not be obvious. To help support awareness of the significance of HIE, CalOHII has identified the following value adds of HIE. Recognizing the power of this critical new tool in the delivery of healthcare creates opportunities to revolutionize healthcare.

The Shift towards Consumer Driven Healthcare

There is an increasing prevalence of programs that aim to make consumers more aware of and more accountable for the cost of care. As consumers have more control over their healthcare budget they are in a position to demand more value from the healthcare system. HIE can help providers deliver this value by allowing a comprehensive view of the patients medical history, faster lab and imaging results, direct electronic communication with the patient and better care coordination with the patient's other providers. Ultimately, consumers are increasingly aware that their healthcare information is available electronically and will choose providers based on their ability to provide this level of service.

Improving Healthcare Delivery & Quality

A patient's medical care team needs timely access to complete & accurate health information to correctly diagnose and treat them. HIE makes patient specific information available at the point of care to improve the delivery and quality of care. Having access to a holistic medical history reduces the opportunities for error and contraindications. HIE also plays an important role in patient discharge or transition of care to another provider or facility. With HIE, information can readily flow from a hospital to a primary care provider or a long term care center. This coordination of care results in improved quality and better care delivery.

Reducing Costs and Improving Efficiency

An increased availability of a patient's medical information results in reduced clinical errors, medication errors, misdiagnoses and lab and imaging duplication. Additionally, by sharing information chronic diseases such as diabetes, cancer, stroke and others can be better managed and incidences of re-admission or uncontrolled disease are significantly reduced. These efforts all result in reduced costs and improved efficiency in the healthcare delivery system.

Emerging Payment Models

With an increasing focus on cost, value and integration in healthcare, payers continue to put pressure on hospitals and providers to share financial risk. Care and payment models such as ACOs, capitation and bundled payments incentivize providers to better coordinate care to reduce total cost of care. HIE is a valuable tool to successfully managing care coordination and ultimately increased financial risk.

The Key Benefits of HIE



Image Source: HealthIT.gov

- ✓ Complete and Accurate Medical Information
- ✓ Improved Quality & Continuity of Care
- ✓ Improved Patient Access to Personal Health Information
- ✓ Improved Emergency Treatment
- ✓ Improved Portability of Health Records
- ✓ Reduced Costs & Improved Efficiency
- ✓ Enhanced Ability for Public Health to Track Disease
- ✓ Participation in Meaningful Use
- ✓ Improved Patient Engagement

HIE can help provide seamless information sharing in emergency situations

During a mountain biking adventure a child falls and sustains a life threatening injury. The camp staff immediately follow protocol and secure an ambulance to transport the child to the local emergency room (ER). Fortunately, the summer camp required parents to provide the child's medical record number, the name of the insurance provider and the name of the child's pediatrician. As paramedics arrive on the scene they immediately ask for this information & relay it to the ER where the child will be treated. The local ER is electronically connected to a Health Information Exchange (HIE), as is the child's pediatrician. This allows the ER staff to immediately know the child's allergies, health problems, medications, and prior visits, helping them to establish an appropriate care plan before the child even arrives. Furthermore, upon discharge the ER staff are able to send the child's pediatrician a care summary.

HIE can seamlessly integrate medical records when patients change healthcare providers

Many Americans maintain medical insurance coverage through their employer. If a patient changes employers, they are often required to change their healthcare provider. With HIE, healthcare providers accepting new patients immediately have a complete and comprehensive view of the patient's medical history.